

THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL), EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, GENDER, GENDER EXPRESSION, GENDER IDENTITY, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



OPEN EXAMINATION

For

STAFF SERVICES MANAGER II (SUPERVISORY)

This examination is being administered through the Special Examination and Appointment (SEA) Program which uses an alternative examination and selection process for filling specified positions. Interested incumbents at the Staff Services Manager II (Supervisory) level and those eligible for lateral transfers are encouraged to apply.

DIVISION : Licensing Operations
UNIT : Staff Services Branch
POSITION : Administration and Operation Support Manager
LOCATION : Sacramento
SALARY : \$5688 - \$7068
FINAL FILING DATE : April 3, 2015

This position may be subject to allocation approval by the Human Resources Branch.

RESPONSIBILITIES

Under the guidance of the Chief of Staff, Licensing Operations Division (LOD), the Staff Services Manager (SSM) II is responsible for the management, leadership, and overall services of the Administrative Operations Support Section which includes the Budget/Operational Performance Analysis Unit (BOPA), the Administrative Support Unit (ASU), and oversight of the division's succession planning functions.

Bulletin Release: March 19, 2015

MAJOR DUTIES INCLUDE

- Oversees through a subordinate Staff Services Manager I, the LOD's Budgetary/Operational support functions pertaining to the divisional budget, contracts, grants, purchasing, and forecasting.
- Analyzes budgetary and expenditure reports such as the quarterly Expenditure Management and Base Budget Plans to determine the division's financial status in Personal Services and Operating Equipment and Expenses.
- Projects future expenditures based on historical spending and anticipated changes.
- Develops, tracks, and manages fiscal federal grant and reimbursement assignments.
- Manages all divisional contracts, interagency agreements, and service agreements, including the review of contractual fiscal information, assistance with the preparation of specifications, statements of work, and contract language, to ensure compliance with laws and policies to safeguard the department's interests.
- Researches the availability of federal and reimbursement grants for projects, submits grant applications, and discusses issues with the project managers and federal and state agency representatives.
- Administers grants, ensures appropriate record-keeping and data tracking.
- Prepares and submits required progress reports to the grant agency.
- Coordinates the planning and procurement of major and minor equipment.
- Develops procurement plans for the division in relation to divisional needs and requests and initiates the justifications needed for certain restricted purchases.
- Coordinates with the Cost Accounting Branch to provide Activity Based Costing reports such as hours allocations, postage usage information, Personal Services, Operating Equipment, and Expenses for LOD.
- Tracks, monitors, and forecasts workload volumes to assist the division in resource planning.
- Enters and tracks all data for strategic and budget performance measures.
- Oversees, through a subordinate SSM I, the Administrative Support Unit functions pertaining to business services, facilities, and human resources.
- Manages the training budget, evaluates training material, assesses training needs for new and existing LOD employees, coordinates training contracts, LOD training programs, and training request forms.
- Prepares weekly and/or monthly informational reports for LOD such as the Week Ahead, Program Information, and the Project Assignment Updates reports.
- Responsible for the LOD Employee Suggestion Program.
- Meets with program managers and writes responses to suggestions made by staff based on discussions with the program.
- Manages space planning projects for LOD.
- Determines facility needs, makes recommendations on space allocations and/or configurations, and identifies special equipment needed.

MAJOR DUTIES INCLUDE (CONTINUED)

- Coordinates with the Facilities Operations Branch and the Telecommunications Unit for changes to voice and data ports and/or wiring to relocate and/or install equipment.
- Develops and implements divisional safety and security procedures to ensure divisional consistency.
- Monitors office sites statewide to ensure compliance with safety standards.
- Takes action to minimize all safety hazards within the offices, provides workplace safety, and ergonomic training to reduce workplace injuries.
- Resolves personnel matters regarding employee performance, classification and pay, labor relations, Workers' Compensation (WC), Reasonable Accommodations (RA), Fitness for Duty, etc.
- Advises management on how to respond to confidential personnel matters, including sensitive work performance issues with LOD employees, management, and the Deputy Director in order to provide direction and alternatives to highly complex, challenging personnel problems or situations.
- Trains management on Progressive Discipline, Return-to-Work, Limited Duty assignments, WC, RA, Family Medical Leave Act, and other personnel processes.
- Meets with management, the Deputy Director, the Human Resources Branch, and the Legal Affairs Division when necessary to resolve complex personnel matters.
- Oversees through a subordinate Associate Governmental Program Analyst, the Division's Succession Planning support functions which include succession and workforce planning, developing and implementing a division-wide training curriculum, and a comprehensive divisional employee recognition program utilizing data collected from LOD managers, staff, and through the Inter-agency Succession Planning Task Force.
- Acts as lead by working with other divisions to complete special projects as needed by LOD.
- Independently conducts highly complex and sensitive studies, writes reports, summaries, and recommendations on a variety of operational issues.
- Presents researched alternatives to all stakeholders including managers, Branch Chiefs, and the Deputy Director to maximize divisional benefits and utilization of existing resources.
- Facilitates the development of LOD's strategic plan, overseeing the development of divisional performance measures, coordination of timely data collection, and reporting of performance measure information.
- Communicates to all necessary stakeholders regarding tasks and assignments within the Administrative Operations Support Section.
- Attends meetings and serves on task forces on behalf of the Chief of Staff.
- Prepares written responses and effectively communicates departmental policy and procedures with departmental staff at all levels.
- Performs other job related duties as required.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. You must provide a response and specific examples in the Statement of Qualifications for each Position Specific Qualifications/Evaluation Criteria. The responses and examples you provide may be the only tool used for determining your final score and rank on the eligible list.

1. Describe your experience with budget management, including budget planning, allocations, expenditure tracking, and spending projections.
2. Describe your knowledge of and experience with state personnel processes.
3. Describe your knowledge of and experience with overseeing critical space planning projects.
4. Describe your knowledge of and experience in succession and workforce planning.
5. Describe your knowledge of and experience with establishing and maintaining cooperative working relationships with peers, co-workers, and your demonstrated experience gaining the confidence of executive management.
6. Describe situations where you demonstrated strong written and verbal communication skills.
7. Describe your leadership skills and your experience planning, organizing, and directing the work of administrative staff to achieve planned objectives.

MINIMUM QUALIFICATIONS

Either I

One year of experience in the California state service performing the duties of a Staff Services Manager I.

Or II

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst. **and**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager I.

Or III

Two years of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

Or IV

Experience: Four years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least one year of which must have been in a supervisory capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Staff Services Manager I.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's equal employment opportunity objectives.

SPECIAL PERSONAL REQUIREMENTS

Demonstrated ability to act independently with open-mindedness, flexibility, and tact.

VETERANS' PREFERENCE

Veterans' Preference will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans' preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at www.jobs.ca.gov and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at www.cdva.ca.gov.

EXAMINATION INFORMATION

The SEA Program provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the minimum qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

Questions regarding the position should be directed to Maria Anderson at (916) 657-7565. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst at (916) 403-8335.

FILING INSTRUCTIONS

Interested applicants must submit both items 1 and 2 below by the final filing date. Applicants who fail to submit both items by the final filing date will be disqualified from the examination.

1. A completed Standard State Application (STD. 678), which must include all job titles, employment dates, and experience.

2. A Statement of Qualifications:

- Is a narrative discussion of how your education, training, experience, knowledge, skills, and abilities meet the **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA** for the position.
- **Must include specific examples addressing each of the POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA.** Please note that the examples you provide in the Statement of Qualifications may be the only tool used for determining your final score and rank on the eligible list.
- Is your written presentation to the examination panel.
- Serves as documentation of your ability to present information clearly and concisely in writing.
- Must be typed with font no smaller than Arial 10 point.
- Must be no more than two pages in length (*one 8 ½" x 11" sheet with print on front and back is considered two pages*).
- Must be clearly titled "Statement of Qualifications" at the top of page one.

Cover letters and resumes do not take the place of the Statement of Qualifications.

The Standard State Application (STD. 678) and Statement of Qualifications must be **submitted** by the final filing date:

Postmarked by mail to:

Department of Motor Vehicles
Attn: Alice Schneider

Position # 202-4801-003

Selection and Certification Unit
P.O. Box 932315, MS A208
Sacramento, CA 94232-3150

OR

***In person by 5 p.m. to:**

Department of Motor Vehicles
Attn: Alice Schneider

Position # 202-4801-003

"Selection & Certification Unit Drop Box"
2415 1st Avenue, 1st Floor Lobby
Sacramento, CA 95818

*Standard State Applications (STD. 678) and Statement of Qualifications submitted in person **must be placed in the "Selection & Certification Unit Drop Box" by 5 p.m. on the final filing date.** Standard State Applications (STD. 678) and Statement of Qualifications personally delivered or received via interoffice mail after the final filing date will **not** be accepted. Standard State Applications (STD. 678) and Statement of Qualifications will **not** be accepted via email or fax.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application. You will be contacted to make specific arrangements.

ELIGIBLE LIST INFORMATION

To be successful in the examination, you must obtain a final score of 70.00%. A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. Applications received will not be maintained for future positions.

CRIMINAL RECORD CLEARANCE INFORMATION

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprint and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

*California Relay Telephone Service for the deaf or hearing impaired:
from TDD phones (800) 735-2929; from voice phones (800) 735-2922.*